



FEMA

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News Desk 225-382-1599

Fact Sheet

Louisiana Flood Survivors' Checklist

If you are a Louisiana flood survivor who's putting your life back together, here's a checklist of things to keep in mind to help in your recovery:

- ✓ **Call my insurance agents (flood, homeowners):**
File claims for insured losses with your insurance agent. For questions on your flood insurance policy, call 800-621-3362 (select Option #2) to speak with a National Flood Insurance Program representative.
- ✓ **Register with FEMA for uninsured and underinsured losses:**
There are three ways to register: Call 800-621-3362, go online to DisasterAssistance.gov or visit a Disaster Recovery Center located in one of the designated parishes (fema.gov/disaster-recovery-centers). TTY 800-462-7585. Those who use 711 or Video Relay Service or require accommodations while visiting a center may call 800-621-3362.
- ✓ **Receive a FEMA Inspection:**
If an inspector has not called and it has been more than 10 days, call FEMA again at 800-621-3362.
- ✓ **Call FEMA when property is accessible:**
As soon as your flood-damaged home is safely accessible, call FEMA to schedule an inspection.
- ✓ **Read my FEMA determination letter carefully:**
If the letter states that you are ineligible for FEMA assistance, it will explain why. Read it all the way through. There may be more than one reason. You may be able to easily provide missing information. Call FEMA for help. Ask to have your case reconsidered.
- ✓ **Use my FEMA grant wisely:**
Determination letters state how much money you are awarded for each specified purpose. If you spend the money for other things, you could be required to pay it back.

✓ **Save your disaster-related receipts:**

Keep receipts and notes for all the ways you spend FEMA grant money. Since FEMA has the right to audit the way grant money is spent, you may need to provide this information.

✓ **Visit a Disaster Recovery Center:**

Help is available to survivors at a DRC, ranging from FEMA and SBA experts to representatives of various charitable organizations that can help fill the gaps in disaster assistance.

✓ **Visit a FEMA Hazard Mitigation display at a home improvement store:**

Rebuilding experts can explain how you can rebuild safer and stronger and will provide brochures and samples.

✓ **Stay in touch with FEMA:**

If your address or phone number changes after you register, call FEMA with your new information. If you don't, FEMA will be unable to contact you. If you have any questions about your recovery, call us.

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